SOLVED EXAMPLES

1. Which of the following is not a skill identified by the American Psychological Association (APA) as essential for professional psychologists?
   (a) Behavior modification skills
   (b) Counseling and guidance skills
   (c) Relaxation techniques
   (d) Assessment of individual differences

Ans. (c)

2. What is the psychological term used for an individual/ group/organization who on her/his own seeks help, guidance or intervention from a psychologist with respect to any problem faced by her/him?
   (a) Patron (b) Client
   (c) Protégé (d) Patient

Ans. (b)

3. Which of the following are the broad sections into which basic skills or competencies identified by psychologists for becoming an effective psychologist, fall?
   (i) Positive skills (ii) General skills
   (iii) Observational skills (iv) Specific skills
   (a) (ii), (iii) and (iv) (b) Both (ii) and (iv)
   (c) Both (i) and (iii) (d) All of the above

Ans. (a)

4. Read the assertion and reason statements given below and choose the correct alternative from the options that follow.
   Assertion : Most people are some kind of psychologists and can effectively practice as psychologists in counseling settings, to some extent.
   Reason : There are a lot of common sense notions about human behaviour that one develops in the course of their lives by observing some regularity in human behaviour.
   (a) Assertion is true but the reason is false.
   (b) The assertion as well as the reason are false.
   (c) Both the assertion and the reason are true and reason is the correct explanation for the assertion.
   (d) The assertion is false but the reason is true.

Ans. (c)

5. Which of the following are the general skills that all psychologists must possess, be it in any field?
   (i) Interpersonal Skills: ability to listen and be empathic, to develop respect for/interest in others' cultures, experiences, values, points of view, goals and desires, fears, openness to receive feedback, etc. These skills are expressed verbally and/or non-verbally.

SHOUT
SHARE
IT

(ii) Reflective Skills: ability to examine and consider one's own motives, attitudes, behaviours and ability to be sensitive to one's own behaviour or others.
(iii) Psychological Testing Skills
(iv) Personal Skills: personal organization, personal hygiene, time management, and appropriate dress.

(a) (i), (ii) and (iv) (b) (i), (ii) and (iii)
(c) (i), (iii) and (iv) (d) All of the above

Ans. (a)

6. Which of the following are the correct differences between naturalistic observation and participant observation?
(i) Naturalistic observation involves observing the natural behaviour of people whereas participant observation involves manipulating the behaviour of people and then observing them.
(ii) Naturalistic observation is used to observe people in their natural setting, whereas participant observation involves becoming an active member of the group being observed.
(iii) Naturalistic observation involves observing the surroundings of people whereas participant observation involves observing the behaviour of people.

(a) Only (i) (b) Only (ii)
(c) Only (iii) (d) Both (i) and (ii)

Ans. (b)

7. Identify which observation method is being used by the researchers in the examples below.
(i) Leon Festinger joined a religious cult who believed that the end of the world was about to occur, to study how they reacted when the prophecy did not come true.
(ii) Anthropologist Margaret Mead researched the way of life of different tribes living on islands in the South Pacific, by observing them from the outside.
(iii) Psychologist Sylvia Scribner investigated how people make decisions in various professions. To do so, she accompanied these people —from milk men, to cashiers, to machine operators— as they went about their regular work routines, maintaining some distance from them.

(a) (i) - Naturalistic observation, (ii) - Participant observation, (iii) - Naturalistic observation
(b) (i) - Participant observation, (ii) - Naturalistic observation, (iii) - Naturalistic observation
(c) (i) - Naturalistic observation, (ii) - Naturalistic observation, (iii) - Participant observation
(d) (i) - Participant observation, (ii) - Naturalistic observation, (iii) - Participant observation

Ans. (b)

8. Which of the following are the disadvantages of observation?
(i) Generally day-to-day activities in a given setting are fairly routine, which can go unnoticed by the observer.
(ii) The actual behaviour and responses of others may get influenced by the presence of the observer, thus, defeating the very purpose of observation.
(iii) Events being observed are subject to bias due to the feelings of the people involved as well as of the observers.
(iv) Observation can only be used for individuals effectively and not groups.

(a) (ii), (iii) and (iv)
(b) (i), (ii) and (iv)
(c) (i), (ii) and (iii)
(d) All of the above

Ans. (c)

9. Identify whether the following skills are general skills or specific skills required to become an effective psychologist.
(i) Personal skills (time management, personal organization etc.)
(ii) Interviewing skills
(iii) Psychological testing skills
(iv) Cognitive skills

(a) (i) - General skill, (ii) - General skill, (iii) - Specific skill, (iv) - General skill
(b) (i) - Specific skill, (ii) - Specific skill, (iii) - Specific skill, (iv) - General skill
(c) (i) - General skill, (ii) - Specific skill, (iii) - Specific skill, (iv) - General skill
(d) (i) - General skill, (ii) - Specific skill, (iii) - General skill, (iv) - Specific skill

Ans. (c)

10. Which of the following skills does not fall under counselling skills?
(a) Authenticity
(b) Psychological testing skills
(c) Empathy
(d) Positive regard

Ans. (b)

PRACTICE QUESTIONS

Which of the following are parts of communi-cation skills?
(i) Active listening
(ii) Body language or non-verbal skills
(iii) Intellectual curiosity
(iv) Speaking

(a) (i), (ii) and (iv) (b) (i), (iii) and (iv)
(c) Both (i) and (iv) (d) All of the above

2. Which of the following statements best describes communication?
(a) Communication is a conscious or unconscious, intentional or unintentional process in which feelings and ideas are expressed as verbal and/or non-verbal messages that are sent, received, and comprehended.
(b) Communication is a conscious process of expressing one's intended message effectively so that the other person understands it.
(c) Communication is a process of focusing on one's body language to convey one's message more effectively.
(d) Communication is the process of talking to the client, with empathy, authenticity and positive regard.

3. Which of the following statements is/are true about communication?
(i) The process of communication can be accidental (having no intent).
(ii) Human communication occurs only on intrapersonal and interpersonal.
(iii) When we communicate, we communicate selectively.

(a) Both (ii) and (iii) (b) Only (iii)
(c) Both (i) and (iii) (d) Both (i) and (ii)

4. Which of the following is not a level at which human communication occurs?
(a) Interpersonal level
(b) Intrapersonal level
(c) Public level
(d) Neutral level

5. Identify the level of communication for the definitions of different levels of communication below.
(i) This level involves the communication that takes place between two or more persons who establish a communicative relationship.
(ii) This level is characterized by a speaker sending a message to an audience. It may be direct, such as face-to-face messages delivered by the speaker to an audience, or indirect, such as message relayed over radio or television.
(iii) This level involves communication with oneself.

(a) (i) - Intrapersonal communication, (ii) - Public communication, (iii) - Interpersonal communication
(b) (i) - Interpersonal communication, (ii) - Public communication, (iii) - Intrapersonal communication
(c) (i) - Public communication, (ii) - Interpersonal communication, (iii) - Intrapersonal communication
(d) (i) - Public communication, (ii) - Intrapersonal communication, (iii) - Interpersonal communication

6. Identify the process of communication for the explanations of different types of processes below.
(i) Communication resulting from the specific goal of the communicator
(ii) Communication having no intent
(iii) Communication resulting from the emotional state of the person

(a) (i) - expressive communication, (ii) - accidental communication, iii) - rhetorical communication
(b) (i) - rhetorical communication, (ii) - accidental communication, (iii) - expressive communication
(c) (i) - expressive communication, (ii) - rhetorical communication, (iii) - accidental communication
(d) (i) - rhetorical communication, (ii) expressive communication, (iii) - accidental communication

7. Choose the option with the correct order of different steps of the process of communication.
(i) Communicator A encodes the message
(ii) Communicator B decodes the message
(iii) Message is sent by Communicator A through the channel which is composed of our primary signal system based on our senses (i.e., seeing, hearing, tasting, smelling, and touching).
(iv) Message is received by Communicator B through his/her primary signal system.

(a) (i), (iii), (iv), (ii) (b) (i), (ii), (iii), (iv)
(c) (iii), (i), (ii), (iv) (d) (iv), (ii), (iii), (i)

8. Which of the following statements best describes the term "encoding" in communication?
(a) Translating message into understandable forms
(b) Sending the message through the primary signal system based on our senses (i.e., seeing, hearing, tasting, smelling, and touching).
(c) Receiving the message through the primary signal system based on our senses.
(d) Taking ideas, giving them meaning and putting them into message forms.

9. Which of the following statements best describes the term "decoding" in communication?
(a) Translating message into understandable forms
(b) Sending the message through the primary signal system based on our senses (i.e., seeing, hearing, tasting, smelling, and touching).
(c) Receiving the message through the primary signal system based on our senses.
(d) Taking ideas, giving them meaning and putting them into message forms.

10. Which of the following pieces of communication are examples of effective communication?
(i) (Salman goes to Germany on a vacation. He is trying to look for a museum but is unable to find it.)
Salman (to Felix) - Which way is the museum from here?

Felix - Ich verstehe deine Sprache nicht (English translation - I don't understand your language)
Salman - Sorry, I don't understand German.
Felix - Ich verstehe nicht, was du sagst
(Salman and Felix then part ways.)

(ii) (Soniya and Medha are college students)
Soniya (to Medha) - Medha, let's go shopping today.
Medha - I am sorry Soniya, but I have three pending assignments to complete, and I need to finish them today. We can go some other day instead.

(iii) (Arun suffers from Schizophrenia)
Raina (to her brother Arun) - Come, I will take you to the amusement park today.
Arun - Cats are bad animals, I ate mango ice-cream today.
Raina - Arun, did you hear what I just said?
Arun - I like basketball, my friend didn't call me yesterday, I want to learn baking.

(a) Both (ii) and (iii)
(b) Only (ii)
(c) Both (i) and (iii)
(d) All of the above

11. Which of the following statements is true about the relationship between speech and communication?
(a) Communication cannot take place without speech.
(b) Speech itself is communication
(c) Speech is only a biological act. Communication is broader and can take place with or without speech.
(d) Communication never makes use of speech.

12. Read the assertion and reason statements given below and choose the correct alternative from the options that follow.

Assertion : Slang expressions, words unique to a culture or region, and euphemism can sometimes become obstacles in good communication.

Reason : Sometimes listeners might not share the interpretation of the speaker because of differences in vocabulary.

(a) Assertion is true but the reason is false.
(b) The assertion as well as the reason are false.
(c) Both the assertion and the reason are true and reason is the correct explanation for the assertion.
(d) The assertion is false but the reason is true.

13. Read the assertion and reason statements given below and choose the correct alternative from the options that follow.

Assertion : It is necessary to be as clear and precise as possible when using words.

Reason : Language is symbolic.

(a) Assertion is true but the reason is false.
(b) The assertion as well as the reason are false.
(c) Both the assertion and the reason are true and reason is the correct explanation for the assertion.
(d) The assertion is false but the reason is true.

14. Which of the following is true about hearing and listening?
(i) Listening is only a part of hearing.
(ii) Listening is a passive process whereas hearing is an active process.
(iii) Hearing is a passive process whereas listening is an active process.
(iv) Hearing is only a part of listening.
(a) Both (i) and (ii) (b) Only (ii)
(c) Both (iii) and (iv) (d) Only (iv)

15. Identify which sounds Raju is hearing and/or which sounds he is listening to, in the example below.
Raju is standing in a noisy railway station waiting for a train. While waiting, his ears are receiving a mix of many sounds simultaneously generated by people, passing trains' horns, announcement speakers fixed on the platform, old ceiling fans, carts carrying luggage, and so on. Raju is not paying any focused attention to these blends of sounds except for regular announcements made on his train's arrival time.
(a) Raju is listening to the train's arrival timing alerts and hearing the cacophony of all other remaining sounds like passing trains' horns, sounds of people talking etc.
(b) Raju is listening to the cacophony of all sounds like passing trains' horns, sounds of people talking, old ceiling fans, carts carrying luggage etc and hearing the train's arrival timing alerts.
(c) Raju is listening to the train's arrival timing alerts as well as the cacophony of all other remaining sounds like passing trains' horns, sounds of people talking etc.
(d) Raju is hearing the train's arrival timing alerts as well as the cacophony of all other remaining sounds like passing trains' horns, sounds of people talking etc.

16. Read the example below and choose the option which correctly identifies who is hearingand/or who is listening to the teacher's lecture.
A history lecture is going on in a classroom. There are 10 students present in the class.
Out of these students, one student named John is busy looking out of the classroom windows and not paying any sincere attention to what his teacher is teaching. He is bored and lacks interest in learning at the moment. Though John is physically present in the class, in reality he is mentally absent. The remaining nine students are paying attention to the lecture and understanding what their teacher is saying.
(a) John is listening to his history teacher's lecture and the other 9 students are hearing the teacher's lecture.
(b) John is hearing the words uttered by his history teacher and the remaining 9 students are listening to the teacher's lecture.
(c) Both John and the remaining 9 students are hearing the teacher's lecture.
(d) Both John and the remaining 9 students are listening to the teacher's lecture.

17. Which of the following statements is true of reception of a message in communication?
(a) Reception involves listening to the other person only through the hearing mechanism.
(b) Reception involves listening to the other person only through the visual system.
(c) Reception involves listening to the other person not only through the hearing mechanism but also through other sensory systems like the visual system which involves observing a person's facial expressions, posture, movement, and appearance, which provide important cues.
(d) none of these

18. Which is the first step in the process of listening?
(a) Attention
(b) Assignment of meaning
(c) Listener's response
(d) Reception

19. Which of the following terms best describes the process of selectively focusing on specific information in the environment?
(a) Attention (b) Reception
(c) Hearing (d) Listening

20. Read the assertion and reason statements given below and choose the correct alternative from the options that follow.

Assertion : Paraphrasing in conversations with people can help us avoid many conflicts.

Reason : Paraphrasing involves the listener repeating to the speaker what he/she thinks the speaker said in order to check whether him/her (the speaker) and the listener both received and understood the same thing. Therefore paraphrasing helps avoid miscommunication and many conflicts result from miscommunication.
(a) Assertion is true but the reason is false.
(b) The assertion as well as the reason are false.
(c) Both the assertion and the reason are true and reason is the correct explanation for the assertion.
(d) The assertion is false but the reason is true.

21. Which of the following terms best describes the process of repeating back one's understanding of what was communicated to oneself?
(a) Attention (b) Reception
(c) Hearing (d) Paraphrasing

22. In which of the following processes of listening, involves the use of predetermined mental categories to process the stimulus that has been received?
(a) Attention
(b) Reception
(c) Assignment of meaning
(d) Paraphrasing

23. Which of the following options represents the correct order of the processes involved in listening?
(a) Reception, Attention, Assignment of meaning
(b) Attention, Assignment of meaning, Reception
(c) Reception, Assignment of meaning, Attention
(d) Attention, Reception, Assignment of meaning

24. Read the assertion and reason statements given below and choose the correct alternative from the options that follow.

Assertion : People from some cultures have better listening skills than other cultures.

Reason : Different cultures have different norms and practices when it comes to listening. For example, Asian cultures, such as India, emphasize on listening by being a silent communicator when receiving messages from seniors or elders. Some cultures focus on controlling attention.

Buddhism, for instance, has a notion called 'mindfulness'. This means devoting your complete attention to whatever you are doing. Training in 'mindfulness' which starts in childhood can help to develop longer attention spans and therefore, lead not only to better listening but also to sympathetic listening. However, in many cultures, such listening enhancing concepts are not present.
(a) Assertion is true but the reason is false.
(b) The assertion as well as the reason are false.
(c) Both the assertion and the reason are true and reason is the correct explanation for the assertion.
(d) The assertion is false but the reason is true.

25. Read the assertion and reason statements given below and choose the correct alternative from the options that follow.

Assertion : When we communicate with another person, our words do not communicate the complete meaning of the message.

Reason : In verbal communication, there are also non-verbal acts like gestures, postures, eye contact, body movement etc. which are symbolic and closely connected to any talk in progress.

During a conversation, these non-verbal signs can have many different meanings.

(a) Assertion is true but the reason is false.

(b) The assertion as well as the reason are false.

(c) Both the assertion and the reason are true and reason is the correct explanation for the assertion.

(d) The assertion is false but the reason is true.

26. Which of the following statements best describes the term "congruency" in communication?

(a) It is a way of communicating such that the listener gets the message that the speaker intended to convey.

(b) It is consistency between current and past patterns of behaviour, as well as harmony between verbal and non-verbal communication

(c) It is the use of body language while communicating with anyone.

(d) It refers to the situation in which the speaker and the listener are from the same culture.

27. Which of the following are the characteristics of the attitude that must be kept in mind while using psychological tests?

(i) Scientific orientation

(ii) Empathy

(iii) Objectivity

(iv) Standardized interpretation

(a) Both (iii) and (iv)

(b) Both (i), (ii) and (iii)

(c) (i), (iii) and (iv)

(d) All of the above

28. Which of the following statements best describes the function of psychological tests?

(a) They are used for the determination and analysis of individual differences in general intelligence, differential aptitudes, educational achievement, vocational fitness, personality, social attitudes, and various nonintellectual characteristics.

(b) Psychological tests are the tests given to clients to treat their psychological disorders.

(c) They are only used to test personality differences.

(d) They are used to study the structure and function of the brain.

29. Which of the following is/are not an essential skill required for conducting psychological assessment?

(i) Ability to utilize systematic approaches to gather data required for taking decisions.

(ii) Ability to formulate and apply diagnoses; to understand strengths and limitations of current diagnostic approaches.

(iii) Knowledge of psychometric issues and bases of assessment methods.

(iv) Ability to select and implement multiple methods and means of evaluation in ways that are responsive to, and respectful of diverse individuals, couples, families, and groups.

(a) Only (ii) (b) Only (iv)

(c) Both (i) and (ii) (d) None of the above

30. What does the opening of the interview involve?

(a) It involves the interviewer asking questions in an attempt to generate information and data that are required for the purpose.

(b) It involves establishing rapport between two communicators. The interviewer starts the conversation and does most of the talking at the outset. It establishes the goal of the interview, and gives the interviewee time to become comfortable.

(c) It involves the interviewer summarizing what s/he has been able to gather.Sometimes the interviewer gives a chance to the interviewee to ask questions or offer comments.

(d) It involves the interviewee taking a psychological test.

31. What does the body of the interview involve?

(a) It involves the interviewer asking questions in an attempt to generate information and data that are required for the purpose.

(b) It involves establishing rapport between two communicators. The interviewer starts the conversation and does most of the talking at the outset. It establishes the goal of the interview, and gives the interviewee time to become comfortable.

(c) It involves the interviewer summarizing what s/he has been able to gather. Sometimes the interviewer gives a chance to the interviewee to ask questions or offer comments.

(d) It involves the interviewee taking a psychological test.

32. What does the closing stage of the interview involve?

(a) It involves the interviewer asking questions in an attempt to generate information and data that are required for the purpose.

(b) It involves establishing rapport between two communicators. The interviewer starts the conversation and does most of the talking at the outset. It establishes the goal of the interview, and gives the interviewee time to become comfortable.

(c) It involves the interviewer summarizing what s/he has been able to gather, discussing the next step to be taken, and sometimes giving a chance to the interviewee to ask questions or offer comments.

(d) It involves the interviewee taking a psychological test.

33. Identify the types of interview questions below in each example.

(i) From which college did you do your post graduation?

(ii) How much of a team worker would you say you are?

(iii) Do you think the uniqueness of the product in terms of its quality or its promotion and advertising is more important for its long-term success?

(iv) Don't you think startups should place more emphasis on developing the quality of the product further rather than spending on advertising it?

(a) (i) - Close-ended question, (ii) - Open-ended question, (iii) - Bipolar question, (iv) - Mirror question

(b) (i) - Direct question, (ii) - Mirror question, (iii) - Open-ended question (iv) - Leading question

(c) (i) - Bipolar question, (ii) - Close-ended question, (iii) - Leading question, (iv) - Mirror question

(d) (i) - Direct question, (ii) - Open-ended question, (iii) - Close-ended question, (iv) - Leading question

34. Which of the following are pre-requisites of the counselling process?

(i) A setting that permits help to be given and received

(ii) Someone seeking help

(iii) Someone capable of or trained to help

(iv) A family member of the person seeking help

(a) (ii), (iii) and (iv) (b) (i), (ii) and (iii)

(c) (i), (iii) and (iv) (d) All of the above

35. Which of the following are the elements of counselling common to the major theoretical approaches to counselling?

(i) Confidentiality

(ii) Counselling involves a basic acceptance of the client's perceptions and feelings, without using any evaluative standards.

(iii) Counselling is voluntary.

(iv) Awareness and sensitivity of the counsellor to the nature of the verbal and non-verbal messages transmitted and received .

(a) (i), (ii) and (iv) (b) (i), (iii) and (iv)

(c) (i), (ii) and (iii) (d) All of the above

36. Identify which of the statements below are myths and which are facts.

(i) Counselling is mainly giving advice.

(ii) Counseling is only for those with serious mental illnesses.

(iii) Talking with a counselor is the same as talking with a friend.

(iv) Counselling is not the same as interviewing.

(a) (i) - Fact, (ii) - Myth, (iii) - Myth, (iv) - Fact

(b) (i) - Myth, (ii) - Myth, (iii) - Fact, (iv) - Myth

(c) (i) - Fact, (ii) - Fact, (iii) - Fact, (iv) - Myth

(d) (i) - Myth, (ii) - Fact, (iii) - Myth, (iv) - Fact

37. Which of the following terms describes the consistency of one's behavioural expressions with what he/she values and the way he/she feels and relates to his/her inner self-image?

(a) Authenticity (b) Positive Regard

(c) Empathy (d) Paraphrasing

38. Which of the following are the guidelines to show positive regard to others?

(i) When speaking, getting into the habit of using "you" messages rather than "I" messages.

(ii) Giving the other person the freedom to share feelings or anything s/he wants to say, and not interrupting or cutting in.

(iii) Not assuming that the other person knows what one is thinking. Expressing oneself according to the frame of reference, i.e. in the context of the verbal exchange taking place.

(iv) Not labeling oneself or the other person.

(a) (i), (ii) and (iv) (b) (i), (iii) and (iv)

(c) (ii), (iii) and (iv) (d) All of the above

39. Which of the following terms is best defined by the phrase "stepping into someone else's shoes"?

(a) Empathy (b) Authenticity

(c) Sympathy (d) Paraphrasing

40. Identify the appropriate empathetic response that you can give in the situation below.

Imagine you are a counsellor. You are working with a widower who can't seem to get past his grief over the loss of his wife. You listen carefully as he explains the way the grief keeps coming back, even though it's been several months.

(a) "Try to pull yourself together."

(b) "It's really hard to feel grief like this. It follows no rules, and it can be unpredictable. Some days are just really difficult."

(c) "Perhaps this is God's will."

(d) "I know how you feel"

41. Identify the appropriate empathetic response that you can give in the situation below. Imagine you are a student and a friend in your class has just failed a major test or exam. Your friend is distraught because she studied really hard and still failed. Even though you got a good grade on this test, you remember what it is like to fail.
(a) Try to cheer up. These things happen.
(b) Anybody could have screwed this up.
(c) "I'm so, so sorry about your grade. I know how hard you studied and how disappointed you must feel."
(d) It looks like you'll just have to tough it out.

42. Read the example below and identify the best paraphrasing of the client's comment.
Client: "I have so much work pending and I have no idea how I'm going to finish it. The work just keeps piling up so quickly before I even get a chance to finish what I was working on before. I feel like I'm going to lose my job if I don't catch up with my work."
(a) "So you have a lot of pending work"
(b) "So you seem to be overwhelmed by the amount of work you have. So much that you're worried about getting fired."
(c) "So seems like you are afraid you won't be able to finish your pending work"
(d) "So you are afraid of getting fired from your job"

43. Read the example below and identify the best paraphrasing of the client's comment.
Client: "I've been on so many unsuccessful dates now, it's become a personal joke. They could call me a 'bum-magnet' considering the kind of guys I seem to attract. If things keep going this way, I'm just gonna be one of those crazy cat ladies who dies alone."
(a) "You're saying that you've been on many unsuccessful dates".
(b) "So it seems that you are scared of dying alone"
(c) "So you attract what you call 'bums'"
(d) "You're saying that you've had a series of unsatisfying dates because the men you go out with aren't exactly meeting your expectations. It's worrying you to the point of losing hope for the future."

44. Which of the following are true for counselling?
(i) The counselling relationship is the initial vehicle through which the client starts developing more positive relationships with other persons.
(ii) Awareness of the ethical standards and codes for counseling is extremely important for the counselor.
(iii) In counselling, the actual facts of the problems are considered less important, and it is considered more important to work on the feelings and their acknowledgement by the clients.
(iv) A counsellor never suffers from any pain in his/her life.
(a) (i), (ii) and (iii) (b) Both (ii) and (iv)
(c) Both (i) and (ii) (d) All of the above

45. Which of the following points need to be taken into consideration while making an observation?
(i) Observing with an optimistic curiosity
(ii) Being ethical, respecting privacy and norms of people one is observing.
(iii) Being oneself, giving information about oneself, if asked
(iv) Not spending much time on observing, rather spending more time later on noting down what was observed earlier.
(a) Both (ii) and (iv) (b) (i), (ii) and (iv)
(c) (i), (ii) and (iii) (d) All of the above

46. Which of the following statements best describes reflective skills required by psychologists?
(a) Ability to examine and consider one's own motives, attitudes, behaviours and ability to be sensitive to one's own behaviour or others.
(b) Ability to solve problems, engage in critical thinking and organized reasoning, and having intellectual curiosity and flexibility.
(c) Desire to help others, openness to new ideas, honesty/integrity/ value ethical behaviour, personal courage.
(d) Ability to communicate one's ideas, feelings and information in verbal, non-verbal, and written forms.

47. Which of the following terms involve skills like emotional control and balance, tolerance/ understanding of interpersonal conflict, tolerance of ambiguity and uncertainty?
(a) Expressive skills (b) Affective skills
(c) Interpersonal Skills (d) Reflective Skills

48. Which of the following are American Psychological Association (APA) practice guidelines?
(i) Knowledge of ethical/professional codes, standards, and guidelines; knowledge of statutes, rules, regulations, and case law relevant to the practice of psychology.
(ii) Practicing appropriate professional assertiveness related to ethical issues.
(iii) Seeking appropriate information and consultation when faced with ethical issues.
(iv) Recognising and understanding the ethical dimensions of one's own attitudes and practice in the clinical setting.
(a) (i), (iii) and (iv) (b) (i), (ii) and (iv)
(c) (i), (ii) and (iii) (d) All of the above

49. Which of the following is not a tip to improve one's listening skills?
(a) Recognizing that the sender of the message has much more responsibility than the receiver in making effective communication.
(b) Refraining from forming an early judgment about information that is being communicated.
(c) Being aware that your posture affects your listening.
(d) Visualizing what is being said. That is, trying to translate the message in the form of a concrete action.

50. Which of the following are characteristics of communication?
(i) Communication is static (i.e. it doesn't change)
(ii) Communication is continuous
(iii) Communication is interactive
(iv) Communication is irreversible
(a) (i), (iii) and (iv) (b) (ii), (iii) and (iv)
(c) Both (iii) and (iv) (d) All of the above

51. Which type of skill is sensitivity to diversity of individual and cultural differences?
(a) Specific skill (b) Observational skill
(c) General skill (d) None of these

52. Who among the two will be more suited to become a psychologist?
Divya is mostly engaged in furthering her own self interests. She believes that one needs to lie and cheat in this world to get ahead. She is also very rigid in her beliefs.She is ready to do something for someone only when she gets something in return.
Everyone adores Shreya because of her kind nature. Shreya also has a habit of having conversations with all kinds of new people on different topics so that she can analyze her own beliefs and hence grow. One thing that makes Shreya quite upset is any kind of dishonesty and deception.
(a) Divya is more suited to become a psychologist compared to Shreya
(b) Shreya is more suited to become a psychologist compared to Divya
(c) Divya and Shreya are equally suited to become psychologists.
(d) Neither Divya nor Shreya is suited to become a psychologist.

53. Read the assertion and reason statements given below and choose the correct alternative from the options that follow.
Assertion : Communication is dynamic
Reason : As the expectations, attitudes, feelings, and emotions of the persons who are communicating change, the nature of their communication also changes.
(a) Assertion is true but the reason is false.
(b) The assertion as well as the reason are false.
(c) Both the assertion and the reason are true and reason is the correct explanation for the assertion.
(d) The assertion is false but the reason is true.

54. Read the assertion and reason statements given below and choose the correct alternative from the options that follow.
Assertion : Communication is continuous
Reason : Whether we are asleep or awake we are always processing ideas or thoughts. Our brain remains active.
(a) Assertion is true but the reason is false.
(b) The assertion as well as the reason are false.
(c) Both the assertion and the reason are true and reason is the correct explanation for the assertion.
(d) The assertion is false but the reason is true.

55. Which of the following things does a psychological test manual include?
(i) Norms
(ii) Target population for which it can be used
(iii) The reliability indices
(iv) Influence of any special factors, e.g. presence of others, stress situations, etc.
(a) (i), (ii) and (iv) (b) (i), (ii) and (iii)
(c) (ii), (iii) and (iv) (d) All of the above

9. Developing Psychological Skills

1. (a)	2. (a)	3. (c)	4. (d)	5. (b)	6. (b)	7. (a)	8. (d)	9. (a)	10. (b)
11. (c)	12. (d)	13. (d)	14. (c)	15. (a)	16. (b)	17. (c)	18. (d)	19. (a)	20. (d)
21. (d)	22. (c)	23. (a)	24. (d)	25. (d)	26. (b)	27. (c)	28. (a)	29. (d)	30. (b)
31. (a)	32. (c)	33. (d)	34. (b)	35. (d)	36. (b)	37. (a)	38. (c)	39. (a)	40. (b)
41. (c)	42. (b)	43. (d)	44. (a)	45. (c)	46. (a)	47. (b)	48. (d)	49. (a)	50. (b)
51. (c)	52. (d)	53. (d)	54. (d)	55. (d)					